

UNLOCKING COMMUNICATION

Listen, Understand, Trust & Respect, Resolve, and Laugh



During this one-day workshop, we will discuss the proactive approach to communication such as:

- Emphasizing active listening and body language
- Ensuring we understand the message
- Building trust and respect
- Resolving conflict
- Creating an environment where laughter is welcome

**Visit our website at
[www.state.il.us/
cms/2_servicese_edu/](http://www.state.il.us/cms/2_servicese_edu/) and click
on the “Course Schedule” link
for current class dates, times,
and locations.**

Reserve your place for this workshop by contacting your training coordinator or faxing your registration form to:

Central Management Services
Agency Training Section
FAX: (217) 558-0048

Please note! Registration closes seven calendar days prior to each class. Because seating is limited, register early. Classes with less than ten registrants will be canceled.

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